



POLY GLOBAL ELITE SERVICES

BENEFITS

- Minimize downtime and risk with our proactive, high-touch solution support
- Speed up resolution and system up time with familiar customer solution assigned resources
- Gain priority access to 24x7 technical support—most beneficial for mission critical environment
- Improved response times in Poly-enabled ecosystem cloud solutions
- Have primary point of contact for Poly-enabled strategic cloud partner endpoint environments
- Visibility into how the collaboration solution is being used—enhance user experiences, increase UC&C adoption, help maximize return on investment

PERSONALIZED, PROACTIVE SUPPORT FOR YOUR COMPLETE CONFERENCING SOLUTION

It's clear that your communications environments become more interdependent within your IT infrastructure as you unify your communication solutions. At the same time, business processes are relying more and more on virtual collaboration tools. The result? Your unified communications and collaboration (UC&C) environment becomes even more important and mission critical. It's key that the team supporting you is familiar with your unique environment and specific needs. That's why our Elite Service provides a holistic support strategy beyond individual products—optimizing the performance of your solution and increasing your return on investment.

Elite Service is a proactive, personalized, high-touch support service that helps you manage your dispersed Poly environment around the world, provides resources to manage your day-to-day technical requests, and keeps a close watch on your Poly investment in its entirety.

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ELITE SERVICE PROVIDES THE FOLLOWING

BUSINESS RELATIONSHIP MANAGER (BRM)

As an Elite customer, you have a BRM assigned to your account to help enable your success, support activities and pro-actively provide information and advice. As the customer advocate within Poly, the BRM is your single point of contact to initiate, manage, and report on all Elite Service activities and to provide escalation management to engineering, service, and product management issues. Your BRM also provides continuity of information between teams, and coordinates regular status meetings to provide updates on open issues, in partnership with your Poly assigned Remote Technical Support Engineer.

REMOTE TECHNICAL SUPPORT ENGINEER (RTSE)

The RTSE is your key technical resource who manages escalations, updates the BRM, offers recommendations for deployment planning, provides version control for software and hardware product upgrades (to minimize any risk and impact on your production environment), and oversees remote deployment of system upgrades.

24X7 ACCOUNT-SPECIFIC AND PRIORITIZED TECHNICAL SUPPORT ACCESS

Elite Service includes account-specific phone access to the customer support team familiar with your deployment who assist in solving issues by phone. 24x7 support is available around-the-clock, 365 days a year.

CLOUD PARTNER ENDPOINT SUPPORT

Cloud Partner Endpoint Support improves response times in Poly-enabled ecosystem cloud solutions by acting as a primary point of contact to the customer. When the Poly support team receives an incident request for a Poly product used in an approved strategic cloud partner environment, a service request will be created in Poly's ticketing system for tracking purposes. Poly will work with our strategic cloud partners and customers to solve the problem.

SOFTWARE MAINTENANCE UPDATE ASSISTANCE

Your Elite team keeps you updated on the latest releases and how they apply to your organization.

UPGRADE MANAGEMENT

The RTSE works with you to recommend, plan, and oversee remote deployment of all Poly software product upgrades. This service identifies interdependencies and potential issues to minimize risk and impact on your production environment.

ENTITLEMENT COVERAGE

To give you an overview of your collaboration tools, your Elite team catalogs all infrastructure, network, and endpoint hardware, including voice products, in your Poly environment.

PROGRAM REVIEWS

Your Poly BRM conducts regular status meetings with your assigned point of contact, addressing items such as business objectives, program status, actions, and new initiatives. Topics may include reports of the number of cases opened, number of Return Materials Authorizations (RMAs) opened, specific cases opened with their status and action plans, and specific cases closed with their resolutions.

ROOT CAUSE ANALYSIS

On request, your Elite team executes preventative measures to identify the cause of priority-one issues and recommends remedial steps to help avoid recurrence of the same issues.

MONTHLY UTILIZATION REPORT

On request, Poly provides a Monthly Utilization Report for all endpoints covered under the Elite contract. This standardized report is based on the "Endpoint Usage Report," as provided to your organization from your Poly gatekeeper system for the previous month. This report summarizes the total number of calls and minutes as well as utilization statistics for each Poly endpoint registered to the gatekeeper from which Customer Detail Records (CDRs) are available from the previous month. For Elite customers that deploy Poly voice products associated with Poly Device Management Services, Poly will provide a monthly utilization report specific to your Poly voice products.

You also receive the deliverables of Premier Service, which include:

- Advance parts replacement—Provides expedited replacement of all covered, failed hardware parts. If technical phone support determines that there is a hardware part failure or if there is an obvious malfunction, a replacement part will be dispatched on the same day for next business day delivery. Local pickup time restrictions and customs delays may affect actual delivery time in some regions.
- Major software releases—Provides you with major features and functionality. You can download these at your convenience or set up automatic downloads.
- Upgrades and updates—Software upgrades and updates provide minor features and correct software errors. You can download these at your convenience or set up automatic downloads.
- Online support—Provides access to Poly's extensive technical Knowledge Base, including technical tips, search and query functions, access to software downloads, an RMA resource page, software activation assistance, frequently asked questions (FAQs), and many other features.

ONSITE SUPPORT OPTION (OPTIONAL)

With Premier Onsite Service, an authorized technician comes to your site to resolve technical problems that cannot be resolved remotely.

FOUR-HOUR RESPONSE OPTION (OPTIONAL)

With four-hour response service, Poly speeds up the parts delivery and response within four working hours. This service is currently available only in selected cities.

ADDITIONAL RESOURCE OPTIONS

Additional BRMs and RTSEs are available to provide enhanced support for Elite customers with highly decentralized Poly solutions. Additional charges apply for this option.

NEED MORE HELP?

If there are other areas where you need assistance, reach out to our services sales representatives who can provide information on additional services available.

- Do you need dedicated onsite technical expertise?
- Do you need visibility on your solution usage on a daily basis?
- Do you need help increasing the usage of your solution?
- Is your solution becoming unwieldy and you need to optimize performance?

Poly offers services to solve these problems and more.

All Poly equipment in your environment must be covered under one Elite Service contract. Elite Service must be purchased with your chosen Premier Onsite or Premier contract. It's important to note that all equipment covered by Elite will be eligible to receive the latest software upgrades as released, enabling you to take advantage of developments as they are released and allowing you to easily manage any upgrade program.

CONTACT YOUR AUTHORIZED POLY PARTNER FOR MORE DETAILS.